

ISSUING DEPARTMENT INPUT DOCUMENT

CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION

New
 OTR
 Sole Source
 Bid Waiver
 Emergency
 Previous Contract/Project No. N/A

Re-Bid
 Other – Access of Other Entity Contract
 LIVING WAGE APPLIES: YES NO

Requisition No./Project No.: RFP-02188
 TERM OF CONTRACT 5 YEAR(S) WITH 3 YEAR(S) OTR

Requisition /Project Title: Cross Connection Control Program

Description: WASD is seeking to establish a Contract for Cross Connection Control Program which will include testing of all back flow prevention devices within the WASD system.

Issuing Department: ISD
 Contact Person: Natalya Vasilyeva
 Phone: 3053754725

Estimate Cost: 15,120,000

Funding Source:
 GENERAL
 FEDERAL
 OTHER Proprietary

ANALYSIS

| | | | | |
|--|--|--|--|--|
| Commodity Codes: | 918-46 | | | |
| Contract/Project History of previous purchases three (3) years Check here <input type="checkbox"/> if this is a new contract/purchase with no previous history. | | | | |
| | <u>EXISTING</u> | <u>2ND YEAR</u> | <u>3RD YEAR</u> | |
| Contractor: | | | | |
| Small Business Enterprise: | | | | |
| Contract Value: | | | | |
| Comments: | | | | |

Continued on another page (s): YES NO

RECOMMENDATIONS

| | Set-Aside | Subcontractor Goal | Bid Preference | Selection Factor |
|------------|--|--|--|--|
| SBE | | | | |

Basis of Recommendation:

| | |
|--|---|
| Signed: Natalya Vasilyeva | Date sent to SBD: 11/16/2021 |
| | Date returned to SPD: |

2.0 SCOPE OF SERVICES

2.1 Background

WASD is tasked with the enforcement of Florida Administrative Code 62-555.360 and Article VIII of Chapter 32 of the Miami-Dade County Code. This article, titled: Cross Connection Control Program (CCC), states all the requirements for this program of which, the main intent is the protection of the public potable water supply. A backflow prevention device is used to protect the potable water supplies from contamination or pollution due to backflow or infiltration. In the event of a loss of water pressure, such as a burst, the reduced pressure may allow foreign matter to enter the pipe thus causing water contamination.

Backflow prevention, testing and certification is required for the following customers: beverage processing plants, canning plants, chemical facilities, construction sites, tall buildings, laboratories, marine facilities and metal manufacturing, or fabrication facilities. There is currently a low compliance amongst these customers, however WASD anticipates achieving full compliance by acquiring a selected Proposer's managed testing service. Based on the customer water usage, water meters including, commercial, industrial, and multi-story building with five or more floors, will be affected.

2.2 Current Environment

WASD currently uses a third-party software to manage the CCC Program: TokaySQL. The software application and database are installed locally and managed by the County's Information Technology Department (ITD). The software tracks and notifies customers to have their device tested or installed as needed. WASD is currently trying to accomplish these services in-house by utilizing TokaySQL's software as our database, however due to a lack of capability to test and manage such a program, it is beyond the County's capabilities.

2.3 Scope of Services

The selected Proposer shall provide CCC Program Management Services, including, but not limited to, the supply of all tools, equipment and labor necessary to manage the Cross-Connection Control Program for WAS, including the testing of all backflow prevention devices in the County's water system.

While the primary function shall be to provide management and oversight of the County's cross-connection control program, as established in Article VIII, of Chapter 32 of the Miami-Dade County Code, the selected Proposer shall also provide a robust, on-line / web-based database application, and testing services for all backflow prevention devices in the MDWASD system.

2.4 Program Management Services

The selected Proposer shall coordinate and manage the testing of all testable backflow prevention assemblies in accordance with FDEP requirements. Services to include coordination of all testing services to ensure 100% of all backflow prevention devices are tested annually. Mailing testing requirement notices to clients is not acceptable. Testers are required to notify customer prior to backflow prevention device test. Program Management Services at a minimum shall include the following:

- 2.4.1 The selected Proposer shall provide a full-time Program Administrator to manage all incoming inquiries from WASD staff, customers, and field technicians. The Program Administrator shall be trained in backflow prevention, the provided software and be fluent in both English and Spanish. The Program Administrator shall be available at any time for meetings with WASD staff.
- 2.4.2 The selected Proposer shall provide a local, full-time Field Services Technician who shall be properly certified. This technician shall provide on-site assistance for testers, repair, and installation technicians. This individual shall act as liaison between testers and WASD staff to ensure all field work is completed as desired. This individual shall also provide testing services for questionable failed backflow prevention assemblies (BPA'S).

The Field Services Technician shall be available at any time for on-site meeting requirements with WASD staff.

- 2.4.3 The selected Proposer shall provide full-time, toll-free phone support for customer questions by trained staff. Phones shall be staffed during normal business hours Monday through Friday. A trained and staffed phone support service shall be available for after hour emergency calls 24/7.
- 2.4.4 The selected Proposer shall provide services to ensure that all failed backflow prevention devices are repaired and retested. The selected Proposer shall provide services of a State licensed plumber certified for repairing backflow prevention devices for all repair work.
- 2.4.5 The selected Proposer shall provide a pricing chart for the full repair and replacement for 2" and below backflow prevention devices. The list shall include Reduced Pressure Backflow Preventer (RP), Double Check (DC), Pressure Vacuum Breakers (PVB), and Fire Protection RPDA's (Reduced Pressure Detector Assemblies) and DCDA's (Double Check Detector Assemblies). Pricing shall not be for new installations only repairs and replacement with identical backflow prevention device.
- 2.4.6 The selected Proposer shall generate and document the required management data for the backflow prevention devices noted above. Data required shall be: assembly type, size, make, model #, serial #, test date, tester name, tester certification #, test gauge data, meter number (when readily available), GPS coordinates of backflow prevention device location, photos of backflow prevention devices (close up and at 30'), and location and other informational notes as deemed necessary.
- 2.4.7 The selected Proposer shall conduct a program start-up meeting with the WASD CCC/Backflow Prevention Program Staff on site at the WASD offices.
- 2.4.8 The selected Proposer shall maintain all data on a cloud-based system that enables the WASD Staff to monitor and generate reports as needed.
- 2.4.9 The selected Proposer shall provide costing of repairs, replacements, and new installations to ensure that customers are receiving the most competitive price for all work. The selected Proposer shall be required to demonstrate that they are meeting this requirement by producing their bid documents and agreements with plumbing Contractor(s) and material suppliers.
- 2.4.10 The selected Proposer shall provide services to ensure that all locations requiring the installation of a backflow prevention device are brought into compliance. The selected Proposer shall provide services of a State licensed plumber certified for repairing BPA's for all installation work.
- 2.4.11 The selected Proposer shall assist the WASD with the development of a community wide public relations program which may include public informational meetings, on-line informational programs, tester meeting to explain the new WASD Program, general awareness brochures, newsletter articles, social media, and web site CCC Program overview, content and resources.

2.5 Software Services

The selected Proposer shall provide WASD with a cloud-based software that provides access to all CCC and water meter data. The County desires a software capable of the following:

- 2.5.1 The software shall provide the ability to track all activities with real time GPS coordinates of testable assemblies, inspections, and field work. An unlimited number of photos of any location may be uploaded as directed by the WASD. The ability to append notes to any photo shall be available.

- 2.5.2 The software shall provide all data relevant to the backflow prevention devices (BFP). Size, Make, Model, Serial number, Type, status (compliant, non-compliant), meter number, protection type (containment, fire protection, irrigation, isolation). The ability to append notes to any of the noted data fields shall be available.
- 2.5.3 The software shall have complete inspection forms available for all types of inspections. Inspection forms shall be modifiable by WASD to meet the specific needs of the inspection type. Inspections shall be performed for all types of backflow prevention situations including external and internal site inspections and shall identify both containment and/or isolation requirements. Inspections shall also be performed on water meters to identify all aspects of the water meter(s). Photos and GPS locations and field note capabilities are required within the inspection form.
- 2.5.4 The software shall be provided with a mobile platform that shall enable field users to access the software. The mobile platform shall allow for data input on a local device that is not connected to the internet and be synchronized later with the cloud-based software. The mobile platform shall support any form of operating system (iOS, Android, other).
- 2.5.5 The software shall be integrated with Google Maps. The ability to schedule tests, testers, inspections, and field work shall be available within the software. All scheduled work shall be shown within a Google Map with a daily work route. Field staff shall have the ability to log into the software remotely to obtain their daily work assignments and see their scheduled route. Software shall also provide the ability to allow customers to log in and schedule their test or inspection. When this feature is used, those time slot that were scheduled by a customer shall automatically appear within the tester/inspector queue.
- 2.5.6 The software shall have the capability to send notifications via mail, text, and/or email. A custom notice generator shall be an integral component of the software. Once a notice has been developed it may be saved and stored for future use.
- 2.5.7 The software shall be able to be updated routinely, from the WASD billing system, Oracle Customer Care & Billing (CCB).
- 2.5.8 Data storage shall be provided in a high security, high availability, International Standards Organization (ISO) / International Electrotechnical Commission (IEC), federally compliant, Microsoft Azure or other compatible cloud system. At all times, the data remains the property of the WASD and may be retrieved by the WASD without cost or penalty.
- 2.5.9 **Data Conversion:** The selected Proposer shall provide data transfer for ALL backflow prevention devices from the existing WASD database (TokaySQL) to the new Software. The County requires that the selected Proposer provide the capability to migrate all County project data and documentation to the proposed Solution. Project data and pertaining documents are currently stored in various spreadsheets and systems located on servers. The County will perform the extract and transform steps required to prepare files, in a mutually agreed upon file format. The selected proposer shall provide templates and a mechanism to identify and address data conversion and migration issues. The selected Proposer shall be responsible for mapping of the data in the extracted and transformed files to the database structure of the Software. The selected Proposer shall be responsible for the loading of the data into the proposed Software. County staff will consult to answer questions about the data within the files to be used for data load into the Software's database. The selected Proposer shall ensure and provide verification that all data records were successfully converted.
- 2.5.10 **User/License Quantity:** The County prefers an Enterprise Software License model, however, other software licensing models will be considered that accommodate the number of Users as listed below for the initial rollout. In addition, the County must have the ability to add additional Users as needed. All licenses that may

be required to access third party software are to be included with the Software. The County will not purchase licenses for third party applications which are integrated into the proposed Software.

The estimated number of licenses based on the current environment is 20. For “per user” license models, the selected Proposer must agree to adjust the final license price according to the actual number of Users deployed prior to Final Acceptance by the County.

- 2.5.11 **Interfaces:** The Software should provide bi-directional interfaces to various third party and internal County systems through open Application Programming Interface (API). All data derived from the Solution shall be made available via the API. Proposer should conduct a thorough review / assessment of all interfaces to be provided. All modules should integrate and update each other automatically, in real-time, to include all the processes. The County’s middleware will use APIs to consume and transfer data as required. Noted below are the principal recognized application interfaces required for the proposed Solution.
- 2.5.12 **Software Availability:** The Software should be a high availability/fault tolerant Software maintaining availability of 99.99% uptime 24/7, 365 days a year, calculated annually, not including routine maintenance or administrative procedures to be scheduled during non-business hours with prior approval of the County. The Software should be designed to effectively mitigate latency and data speed issues. The Software should have appropriate bandwidth required to ensure optimal performance for concurrent application access and data access for normal daily operational use.

The County anticipates that the resultant Contract will include provisions to provide a credit and/or refund to the County as a result of failure to maintain contractually agreed upon Solution availability.

- 2.5.13 **Maintenance and Support Services:** The selected Proposer shall provide maintenance services to the County throughout the term of the resultant contract, including any optional extension or renewal periods. The selected Proposer shall be responsible for maintaining the system and all revisions.

At a minimum, maintenance services should include updates and upgrades to the Software generally made available to other customers. Such updates and upgrades shall include correction of substantial defects, fixes of minor bugs, fixes due to conflicts with mandatory operating system security patches, enhancements to Software functionality, and upgrades to new version releases. Updates and upgrades must maintain compatibility with all customizations and interfaces. The maintenance services may include the option of installation of new releases by the selected Proposer. Additionally, updates to the Software must be provided as determined by legally mandated requirements, such as amendments to local, state or federal laws.

All maintenance services as outlined below shall be provided for the Software in its entirety, including any customizations, including interfaces, to the Software:

1. All software must be of the most recent release and all software upgrades issued by the selected Proposer must be available to the County at no additional charge. The software maintenance plan shall include the option of installation of new releases by the selected Proposer. Upgrades need to be communicated with the County at least 90 days prior to implementation to accommodate for testing and remediation of any associated customizations.
2. Access to the Solution should be designed in such a manner where an upgrade or change to the Software does not require staff to go to a computer to manually update. If installation is needed on an individual workstation, that software should be self-managed and be able to be updated on-demand without interaction from Miami-Dade County ITD staff.

3. Periodic updates of the Software may incorporate:
 - a) corrections of any substantial defects;
 - b) fixes of any minor bugs;
 - c) enhancements made to any Solution components that the County has licensed.

2.5.14 **Technical Support Services:** The selected Proposer shall be responsible for providing technical support services to ensure optimal performance of the proposed Solution, including all components, throughout the term of the resultant contract, including any optional renewal periods. The selected Proposer shall provide fixes due to any conflicts with mandatory operation security patches (to be resolved as Severity Level 1, as defined in the chart below).

The selected Proposer shall, in a reasonably timely manner, address functionality revisions as requested by the County. When the selected proposer can directly satisfy the County's request, the selected Proposer will do so; otherwise, the selected Proposer will suggest a reasonable accommodation ("work around").

The County is seeking technical support services available to authorized County staff in the form of unlimited email and telephone support 24 hours per day, seven days per week, including holidays. In conjunction with live telephone support the County prefers the selected proposer shall provide an electronic helpdesk ticketing system to allow authorized County staff to submit incidents and service requests electronically.

The selected Proposer shall have the ability to do the following:

- Log all calls received.
- Track all calls throughout the process until the Solution or information is relayed back to the customer.
- Give every call a unique number for tracking purposes, preferably a "ticket #".
- Produce a report of all outstanding County tickets in a given time period.
- Produce a report of all closed tickets in a given time period.
- Ability to view all tickets and ability to search all tickets by any field
- Track all work requests, complaints, and informative calls.
- Support copy and paste with other Windows applications.
- Assign authorized County staff to access the issue tracking system.
- Track resolution time to severity level.

The County desires Severity definitions and response times for the Software as listed below:

| Severity | Definition | Response Time | Resolution Time | Status Update | Frequency |
|-------------|---|---------------------|---|---------------|----------------------|
| 1=Critical | A critical component of the Solution, whether equipment/hardware or software, is in a non-responsive state and affects Users' productivity or operations. A high impact problem which affects all Users. | Fifteen(15) minutes | One(1) hour | | Fifteen (15) minutes |
| 2=Urgent | | One(1) hour | Four(4) hours | | One(1) hour |
| 3=Important | | Four (4) hours | Twenty-four (24) hours | | Four(4) hours |
| 4=Minor | | Eight(8) hours | Seventy-two (72) hours for an acceptable work around until final resolution | | Weekly |

2.5.15 **Implementation and Testing:** The County desires that the proposed Software is fully implemented, including completion of any required customization, configuration, testing, user training, within three months of the contract start date. The County will have a permanent group of qualified employees that will be available during the implementation of the Solution to facilitate the configuration tasks.

2.6 Reporting

2.6.1 The selected Proposer shall provide an annual report with a summary of all data generated throughout the year. The Florida Department of Environmental Protection (FDEP) Annual Report shall be completed and ready for submission along with all back-up data. Test reports for the year shall be downloaded on a CD or jump drive for long term storage and ease of data management and retrieval.

2.6.2 Reports shall be available for any type of data retrieval. Standard reports shall be created by the selected Proposer and provided as part of the software delivery. A custom report generator shall be provided within the software. Custom reports may be created and saved by WASD staff. Custom reports may also be shareable with other WASD staff. All reports may be emailed directly from the software.

2.6.3 Reports shall be available identifying all customer notifications for any given period.

2.7 Training

The selected Proposer shall provide software training on-site for WASD staff on an as needed basis for the first year. Training shall be provided as a combination of classroom and field. Field training shall incorporate the use of a mobile platform. A minimum of 24 hours of training shall be included. Additional training shall be provided as needed in blocks of 8 hours. Detailed documentation (user manuals, technical procedures, training documents, etc.) will be provided to the County to be used as a source material by the County employees prior to implementation. The selected Proposer shall supply an electronic copy of all training materials to the County. Additional training shall be made available via on-line videos or other resources (user manuals, etc.) on an ongoing basis throughout the term of the contract.

2.8 County Responsibilities

The County will make best efforts to provide the vendor with full cooperation, including but not limited to:

- a. Participation of appropriate technical and user personnel, including decision-makers.
- b. Documenting issues as they arise.
- c. Relevant documents and content as requested by the vendor.
- d. Verification/approval of all deliverables.

2.9 Pricing Module

The pricing is structured into two categories, the Annual Program Management (APM) Fee and the Backflow Prevention Assembly (BPA) Fee. The APM Fee shall include a fees associated with the management and administration of the CCC Program. The BPA fee shall include all fees associated BPA Testing and Fire Line Services Testing per device.